

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Sexton Can Company

#### West Virginia Manufacturing Extension Partnership

#### Quality Badge Yields New Business

##### Client Profile:

Sexton Can Company manufactures deep drawn cans for the automotive industry. The company is located in Martinsburg, West Virginia, and employs 150 people.

##### Situation:

Sexton pursued ISO 9001:2000 certification in order to meet the demands of customers, enter into new markets, and provide consistency in its products and processes. ISO 9001:2000 certification is a voluntary, global requirement that requires facilities to document their processes and quality related activities, monitor the overall system to ensure it is effective, and provide evidence of quality system management on a regular basis to a third party registration body. Sexton turned to the West Virginia Manufacturing Extension Partnership (WVMEP), a NIST MEP network affiliate, to assist in the certification process.

##### Solution:

WVMEP managed the overall project and provided resources which helped in the following areas: 1) trained employees on the ISO 9001:2000 standard; 2) provided assistance with development of a quality policy, procedures, and work instructions; 3) trained employees as new documents were implemented into the production process; 4) trained team of internal company auditors; 5) assisted with the development of audit schedules; 6) conducted internal audits on behalf of Sexton; 7) conducted system assessments to prepare Sexton for the third party audit; 8) provided assistance with developing and implementing a corrective/preventive action system; and 9) provided oversight during the third party registration audit.

##### Results:

- \* Acquired new account since certification.
- \* Increased sales by \$250,000.
- \* Retained customers for expected revenue of \$13.5 million.
- \* Reduced scrap/spoilage by 20 percent.
- \* Reduced changeover times by 10 to 15 percent.
- \* Increased responsiveness to customer inquiries by 50 percent.

##### Testimonial:

"Our company recently went through our ISO 9001:2000 certification audit and had a minimal number of minor findings. This enabled us to be recommended for certification without any difficulty or follow-ups. Overall this was a major achievement and success for our organization. WVMEP helped us

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throughout the process from startup, procedure development, training and auditing. Without WVMEP's knowledgeable staff we would not have been this successful in a remarkably short period of time."

Bill Aikens, Plant Manager